
SECTION: I

KDLA TELECOMMUTING PLAN

SUBSECTION: 6

To Follow...



**Kentucky Department for
Libraries and Archives**

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THE KENTUCKY DEPARTMENT FOR LIBRARIES AND ARCHIVES

TELECOMMUTING PLAN

Approved by MT: March 2004

PART 1 GENERAL INFORMATION

I. OVERVIEW / SUMMARY

This policy is designed to permit voluntary telecommuting agreements as an alternate work arrangement for employees who are performing assigned job duties at traditional work sites. A supervisor shall not require an employee to telecommute, unless it is a condition of employment or a requirement of the job classification, e.g., the Public Records' Archives and Records Regional Administrator. This policy is established for the mutual benefit of the Kentucky Department for Libraries & Archives (KDLA) and its employees for the purposes of: (1) increasing employee productivity; (2) improving employee recruitment and retention; (3) improving customer service where employees spend a majority of the time on the telephone and/or visiting statewide work sites.

The provisions outlined in this policy are consistent with 101 KAR 2:095 Section 7, the Governor's Office for Technology's Internet and Electronic Mail Acceptable Use Policy: GOT-060, and all other applicable regulations and statutes.

II. AUTHORITY

101 KAR 2:095 Section 7 (1) authorizes KDLA to establish and offer telecommuting as a work option for employees.

Telecommuting is a work arrangement between an individual employee and his or her supervisor, upon approval of the Appointing Authority. An employee has no implied or specific right to telecommute as stated in 101 KAR 2:095 Section 7 (3).

III. POLICY

It is the policy of KDLA to provide a work environment that will allow for the maximum productivity, efficiency, safety and well-being of staff. **Telecommuting is not a perk or a benefit, but must provide a benefit to our customers and our agency to be approved.** KDLA has adopted telecommuting for the following reasons:

- A. To improve the effectiveness of KDLA as an employer;
- B. To facilitate increased employee productivity; and
- C. To make optimum use of KDLA facilities.

IV. REVIEW PROCESS

1. Supervisor and employee must discuss the criteria for possible interest in telecommuting.
2. Second-line supervisor must agree and give approval before application is completed.
3. The formal application must be completed and submitted for all signature approvals.

V. DEFINITIONS

- A. TELECOMMUTING - Working from a remote location, extending workdays, while traveling on business. Telecommuting in a home office environment is most often a mutual, voluntary agreement. In certain instances business functions and effective service delivery may require an employee to perform work tasks from alternate locations.
- B. PRIMARY WORK LOCATION -The physical location of the KDLA work unit/section to which the employee is assigned.
- C. ELIGIBLE EMPLOYEE – Any permanent KDLA employee (exempt and non-exempt; classified and unclassified) may be eligible. Employees on initial probation are not eligible to telecommute, unless it is a term of employment.
- D. TYPES OF TELECOMMUTING – Occasional (e.g., a few hours a month); Frequent (e.g., 15 hours per week); or Consistent (3-5 days per week)

VI. RESPONSIBILITIES

- A. COMMISSIONER - It is the responsibility of the KDLA Commissioner to:
 1. Support directors and supervisors in the use of employee telecommuting as a means for fulfilling KDLA goals and objectives, when appropriate.
 2. Implement KDLA telecommuting program. The Commissioner may delegate authority for implementation and administration of telecommuting to the Personnel Office.
 3. Authorizes telecommuting agreements after review.
- B. DIRECTORS AND SUPERVISORS - It is the responsibility of the KDLA Directors and Supervisors to:
 1. Determine the feasibility and merits of telecommuting for a specific position.
 2. Approve employee requests for the telecommuting work option “whenever such requests would further achievement of KDLA objectives”;
 3. Coordinate and manage the KDLA telecommuting program in their unit, including compliance with policies and procedures. The **Telecommuting Agreement** will guide the employee-employer relationship.
 4. Ensure an employee’s work is performed in accordance with KDLA policies.
 5. Establish and communicate clear work goals and monitoring performance.
 6. Assure that orientation of telecommuters and supervisors occurs prior to beginning this work option.
 7. Complete and sign the **Supervisor’s Checklist for Telecommuters**.
 8. Approve any expenditure related to telecommuting.

- C. EMPLOYEES- It is the responsibility of KDLA employees who are participating in telecommuting to:
1. Read and understand the KDLA telecommuting policy and procedures.
 2. Attend formal employee telecommuter training.
 3. Complete and abide by the terms of their **Telecommuting Agreement**.
 4. Follow guidelines to ensure that work is performed in accordance with KDLA policies regarding security, backup, sensitivity and confidentiality of **all** files and work-related documents.
 5. Assure that records created or modified and stored at a telecommuting site are synchronized daily with records stored at a primary work location, if applicable.
 6. Complete and sign the employee section of the **Supervisor's Checklist for Telecommuters** prior to beginning a telecommuting work option
- D. INFORMATION TECHNOLOGY (IT) STAFF - It is the responsibility of the KDLA IT staff to:
1. Provide planning assistance, training and user-support for the telecommuting employee and/or supervisor for state-owned equipment used in telecommuting practices.
 2. Review plans for the transmission and/or transport of data, as well as the computer systems and procedures to be used, and to ensure appropriate safeguards such as backup, file transmission, and file reconciliation procedures between the remote and main office, are in place.
 3. Address security measures to be taken to safeguard KDLA's data and systems.
 4. The IT staff is not obligated to provide technical assistance for telecommuters using employee-owned equipment.
- E. PERSONNEL OFFICE - It is the responsibility of the KDLA Personnel Office to:
1. Supply information about telecommuting to all staff.
 2. Provide guidance and consultation to agency managers.
 3. Create and deliver training to telecommuter staff and managers.
 4. Facilitate review process.
 5. Monitor program, invite feedback and recommend plan improvements.

VII. PROGRAM GUIDELINES

- A. The implementation of the telecommuting work option shall not be interpreted to change or alter personnel management practices such as rest periods, leave, holidays or benefits as provided in 101 KAR 2:095 Section 7 (4).
- B. Each **Telecommuting Agreement** must be discussed at each performance review meeting. Each agreement may be renewed at each start up performance meeting conducted annually or whenever there is a major job change (such as a promotion, or transfer). The telecommuting option is selected as a feasible work option based on a combination of job, employee, and supervisor characteristics. Therefore, a change in any one of these elements requires a review of the telecommuting arrangement. Employees previously participating in a telecommuting

assignment are not assured of a continuing assignment when returning from a leave of absence or upon job transfer.

- C. If a supervisor of a telecommuting employee ceases to be the employee's supervisor, the **Telecommuting Agreement** shall remain in effect at the discretion of the next line supervisor until a new supervisor is in place. The new supervisor, upon entering the position, shall review the agreement with the employee.
- D. KDLA shall participate in the cost of high-speed telecommunication access to KDLA network resources for those telecommuting employees, who, based upon mutual agreement among the employee, supervisor and KDLA IT staff, have sufficient work need. Need will be determined based on an assessment of several factors: a) the employee's level of participation in telecommuting; b) the nature of the employee's work; and c) the degree to which electronic access to information is critical to the employee's work.

PART 2 TECHNICAL ISSUES

I. EQUIPMENT MAINTENANCE, REPAIR, AND REPLACEMENT

- A. Maintenance and repair of equipment used by a telecommuter is the responsibility of the owner of the equipment. State-owned equipment issued to telecommuters will be the responsibility of KDLA. Employees are responsible for the proper operation of KDLA equipment assigned to them.
- B. State-owned equipment issued to telecommuters is authorized for business use only and shall only have authorized software installed on it. Any use of state-owned equipment by family and friends or for personal use may result in disciplinary action.
- C. KDLA assumes no responsibility for employee-owned equipment. Maintenance, repair, relocation, replacement, and configuration of telecommuter-owned equipment will be the responsibility of the employee.
- D. Telecommuting does not necessarily require the employee to have equipment such as computers and fax machines assigned to his/her telecommuting office. Any decision to allocate equipment for telecommuting purposes would be the responsibility of the Division Director or his/her designee, upon consultation with the KDLA IT staff and following procedures for equipment procurement.
- E. In the event of equipment malfunction, the telecommuter must notify his/her supervisor within the same workday, or when the employee becomes aware of the malfunction. Depending upon assigned duties, the telecommuter may be required to report to the primary work location until the equipment is usable and/or return the KDLA-owned equipment to the primary work location for servicing. KDLA equipment may be available to be loaned to the telecommuter for a certain length of time, if equipment is available, while the employee's equipment is being repaired.

II. AUTHORIZED EXPENSES

- A. The agency will pay for the following expenses:
- Charges for business-related telephone calls. Telecommuters will use either a state issued calling card or an 800 number for all business-related phone calls.
 - Maintenance and repairs to state-owned equipment.
 - Telecommunication expenses as determined by the agency (see previous page).
 - Other expenses may be submitted to the agency for review and approval. Claims will be submitted to the agency along with receipt, bill or other verification of the expense.
- B. The agency will not pay for the following expenses:
- Maintenance or repairs of privately-owned equipment.
 - Utility costs associated with the use of the computer and/or property costs of the home.
 - Equipment supplies (these should be obtained through the agency).
 - Travel expenses associated with commuting to the primary work location.

III. HOME/WORK ENVIRONMENT/SAFETY ISSUES (see Safety/Ergonomic Checklist on pg. 18)

- A. The opportunity to participate in a telecommuting program is offered with the understanding that it is the responsibility of the employee to ensure a safe and appropriate work environment. For example, arrangements are made to ensure that dependent care does not interfere with work, personal disruptions such as non-business telephone calls and visitors are kept to a minimum, etc. Employees who telecommute will be expected to work at the primary work location on non-telecommuting workdays unless otherwise noted.
- B. In a traditional workplace environment, it is the employer's duty to provide a safe workplace. In January 2000, the Occupational Health and Safety Administration (OSHA) stated that it did not have jurisdiction over home office environments. Therefore, as telecommuting is a privilege and not a right of an employee, KDLA must be assured that employees who do work from home locations maintain safe office environments. Telecommuting employees are responsible for ensuring their homes comply with health and safety requirements per the **Telecommuting Agreement**.
- C. If an employee incurs a work-related injury while telecommuting, Workers' Compensation laws and rules apply just as they would if such an injury occurs at the primary work location. Employees must notify his/her supervisor immediately and complete all necessary documents regarding the injury.
- D. On-site visits by agency representatives for monitoring safety issues shall be arranged in advance as stated in 101 KAR 2:095 Section 7 (d).

IV. DATA SECURITY

As with all state employees, telecommuters will adhere to all rules and regulations found in the following:

- State Employee Handbook,
- Kentucky Open Records Act,
- All state government policies concerning IT policies and/or procedures.
- All agency policies and procedures, regarding security and confidentiality for the technology, its data and information, and any other information handled in the course of work,
- Kentucky Department for Libraries and Archives regulations for managing records, archiving electronic records and applying approved records retention schedule.

PART 3 IMPLEMENTATION PROCESS

I. APPLICATION PROCESS

Any permanent KDLA employee (exempt and non-exempt; classified and unclassified) may be eligible for telecommuting and may volunteer to use the telecommuting work option as guided by the **Criteria for Selecting Telecommuters**. Employees on initial probation are not eligible to telecommute, unless it is a term of employment. Decisions concerning participation shall be made on the basis of measurable criteria. This agreement is for the mutual benefit of the agency and the employee. As noted in Part 1, Section IV, there are three steps to the application process. They are:

1. Supervisor and employee must discuss the criteria for possible interest in telecommuting
2. Second-line supervisor must agree and give approval before application is completed.
3. The formal application must be completed and submitted for all signature approvals.

Upon applying for telecommuting, an employee shall receive the following:

A Telecommuting Application
Job Analysis Form
Criteria for Selecting Telecommuters

Steps for implementing telecommuting

FIRST, The employee obtains the **Telecommuting Information packet** and completes the **Telecommuting Application**, and **Job Analysis Form** from the Personnel Office.

SECOND, The employee submits the completed application to his/her supervisor.

- THIRD, The application is reviewed and approved by the employee's work unit and routed to the Division Director.
- FOURTH, The application undergoes review to determine technical issues, fiscal issues, and other job-related issues.
- FIFTH, The employee and his/her supervisor will meet with appropriate agency staff (e.g., fiscal, IT, personnel) to discuss the telecommuting option, address specific concerns or equipment/resource needs.
- SIXTH, If telecommuting is feasible, a **Telecommuting Agreement, Supervisor's Checklist for Telecommuters**, and **Safety/Ergonomic Checklist** are completed.

II. PROGRAM ORIENTATION & TRAINING

Prior to initiation of the telecommuting work option, orientation and training shall be conducted for directors, supervisors, and potential telecommuting employees.

III. HOURS OF WORK, OVERTIME HOURS AND TIME REPORTING

All work schedules are flexible and require management approval. Any work schedule (e.g. flextime) may be approved for an individual telecommuter as long as it is consistent with the requirements of the employee's position. Time reporting shall follow existing procedures for the agency. Overtime or compensatory leave time will be authorized by management in accordance with the provisions of existing policies and regulations. As with any work schedule, changes in telecommuter work schedules may be made at the immediate supervisor's discretion to meet business needs or to accommodate an employee's request.

IV. SCHEDULING

The specific telecommuting schedule shall be set forth in the **Telecommuting Agreement**.

Telecommuters need regular contact with supervisors and co-workers and access to specialized files and/or equipment. In addition, the supervisor must take action to prevent the telecommuter from becoming isolated from staff at the primary work location. Therefore, telecommuters are required to spend a **minimum of one day per week** at his/her primary work location unless otherwise noted on the appointment schedule.

The operational needs of KDLA take precedence over employee telecommuting days. A telecommuting employee must forego telecommuting if needed in the office on a regularly scheduled telecommuting day. Whenever feasible, the telecommuter should be advised no later than close of business of the previous workday.

A telecommuting employee should be as available for contact as if the employee were working in the primary work location. While working away from the primary work location, employees will maintain telephone or e-mail access even if away from their "desk." Answering machines and call forwarding services will be used in addition to KDLA's voice mail services.

As with any work schedule, temporary telecommuting assignments or changes in work schedules may be made at supervisor's discretion to meet office needs or to accommodate an employee's request.

V. TERMINATION OF PARTICIPATION

Telecommuters may elect to cease participation in the program at any time. The Appointing Authority may rescind the approved application upon determination that continuation in the program would no longer serve in the best interest of the organization. The Appointing Authority shall be notified by the division director in advance in writing of modifications to, or cancellation of, any of the telecommuting arrangements stated in the application. Upon cancellation of this agreement, all agency equipment and supplies shall be promptly returned to the agency's premises. Any delay in the return of equipment may be considered grounds for disciplinary and/or legal action.



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TELECOMMUTING APPLICATION

Employee's Name:

Job Title:

Work Phone Number:

Supervisor's Name:

Supervisor's Phone Number:

Date:

1. Briefly describe your job duties.

2. Why do you want to telecommute?

3. How often would you want to telecommute?

4. Describe specifically how you will complete your job duties while telecommuting.
5. Describe your workspace at home. (List furniture, space, data line connection service, etc.)
6. How will your supervisor monitor and evaluate work you perform?
7. Distractions will inevitably arise in an alternative work environment. How do you plan to address interruptions that occur?

8. How would your telecommuting benefit the agency, save agency funds, and better serve our customers?

9. What equipment, materials/files or resources would you need?

SUPERVISORY COMMENTS:

Supervisor's Approval/Date:

Branch Manager's Approval/Date:

Division Director's Approval/Date:

CRITERIA FOR SELECTING TELECOMMUTERS

Supervisors must use the following criteria below when considering a potential telecommuting position:

1. **KNOWLEDGE REQUIRED** - Does the employee have the knowledge to perform the necessary job tasks at a remote location, or does the employee need continual supervision or input from others that is only available at the primary work location?
2. **PUBLIC/AGENCY CONTACTS** - What portion of the job is devoted to face-to-face contact with other staff or the public? Can this agreement be structured to allow for communication via phone, or grouped into non-telecommuting days, or can alternatives be established to provide this contact on telecommuting days?
3. **REFERENCE MATERIAL** - What portion of the job is dependent on the use of reference material or like resources located in the primary work location? Can these resources be mobile for a day or two without interfering with the job performance of co-workers? Can these resources be duplicated for long-term use? Are these resources available through other means such as a computer accessible library service or a community or university library?
4. **USE OF COMPUTERS** - Will necessary job tasks require access to files stored on networked servers? Remote access to these servers has been historically slow. Will this prove problematic? Will long distance "dial up" be necessary in order for the employee to telecommute?
5. **SPECIAL EQUIPMENT** - What portion of the job relies upon access to specialized equipment, i.e., photocopiers, fax machines, etc.? Can these needs be met on non-telecommuting days, or be serviced by a facility near the employee's telecommuting work site?
6. **INFORMATION SECURITY** – What portion of the job uses secured or classified information, and how can the integrity of that secured print or electronic information be upheld if that data is used or accessed off site?
7. **TASK SCHEDULING** - Can tasks which can be completed away from the primary work location be grouped and scheduled for telecommuting days? Can staff meetings and conferences be grouped and scheduled for non-telecommuting days?
8. **TRAVEL** - Does the job involve field work? Can trips begin or end at the employee's telecommuting office rather than at the primary work location? Can paperwork be done away from the primary work location?
9. **EMPLOYEE CHARACTERISTICS** - Potential telecommuters should be further screened for the following work-related characteristics:
 - a. A history of reliable and responsible work performance;
 - b. Full understanding of the operations of his/her work area;
 - c. The ability to work independently; and
 - d. A demonstrated ability to establish priorities and manage his/her time.

Finally, supervisors should determine if their own management style is based on objective measures/ work output, or if it depends on methods involving physical observation of employees at work.



TELECOMMUTING AGREEMENT

Employee Name: _____

Division/Branch/Section: _____

Title: _____

Supervisor: _____

I hereby request authorization to participate in the Kentucky Department for Libraries and Archives telecommuting program and agree to abide by the conditions set forth in this agreement.

PART I - LOCATION OF TELECOMMUTER OFFICE

Address: _____

Street: _____

City/State/Zip: _____

Telephone Number: _____

Other numbers:
(Fax, cellular, pager, etc.) _____

PART II - TELECOMMUTER SCHEDULE

Telecommuter Days Will Be: _____

Office Days Will Be: _____

Hours Will Begin: _____ and end _____ when telecommuting.

IF VARIATIONS ARE TO BE MADE, AT LEAST ONE BUSINESS DAY ADVANCE NOTICE SHALL BE GIVEN TO SUPERVISOR.

PART III – STATE-OWNED EQUIPMENT

List any equipment authorized for telecommuting purposes and include inventory tag numbers:

PART IV - TERMS AND CONDITIONS OF THE TELECOMMUTING OPTION

In making this request to participate in the KDLA telecommuting program, I understand the following:

- * Telecommuting can be discontinued at either the supervisor's or the employee's request with no adverse repercussions, pursuant to KDLA's telecommuting procedures.
- * KDLA will pay for the following expenses: maintenance and repairs to state-owned equipment; software required for specific assigned work and business-related package delivery charges if approved in advance by the supervisor. Office supplies or equipment shall be gathered from the primary work location.
- * Claims for reimbursement of expenses will be submitted on a Travel Voucher along with a receipt, bill, or other verification of the expenses as normally required.
- * KDLA will not pay for the following expenses: non-state owned computer or related equipment; maintenance or repairs of privately owned equipment; utility costs associated with equipment use or occupations in the home; travel expenses associated with commuting to the office; and, employee expenses associated with establishing and operating a home office.
- * KDLA is not responsible for securing an employee's claim of tax deductions for operations of an office in the employee's home. Employees are entirely responsible for their own compliance with tax laws.
- * The telecommuter is responsible for maintaining a proper work environment at the alternative work site. (See **Safety/Ergonomic Checklist** for safe Workplace Environment and Computer Workstation considerations)
- * The telecommuter shall not work in excess of 37.50 hours per work week without prior written approval from his/her supervisor.

- * Participation in the telecommuting program does not change employee compensation, eligibility for benefits, or any other employee right or condition of employment.
- * Use of any leave or overtime to be worked must be approved in advance by the supervisor following the same procedures as non-telecommuting personnel.

Telecommuters shall adhere to all state government IT policies and standards. Equipment usage shall be subject to monitoring at any time. Any telecommuter found to be in violation of this policy shall be subject to cancellation of the telecommuting agreement &/or disciplinary action.

- * Telecommuting is not a substitute for dependent care or compliance with the Family and Medical Leave Act (FMLA). Telecommuters must make arrangements for appropriate dependent care.
- * Telecommuters are required to submit timesheets on the regularly scheduled paydays. Supervisors may request further detailed information about a telecommuter's work schedule if necessary.

PART V – TERMS OF AGREEMENT

CONTRACT PERIOD:

CERTIFICATION - I understand and agree to abide by the terms and conditions of this agreement. I also understand it may be cancelled at any time. I understand that agency needs precede this agreement and therefore this schedule may be altered to require my presence at my primary workstation at any time. I assure that I will maintain a safe office environment at my remote office location.

Employee's Signature/Date

Supervisor's Signature/Date

Branch Manager's Signature/Date

Division Director's Signature/Date

Appointing Authority's Signature/Date

Effective Date of Agreement: _____ through _____

Kentucky Department for Libraries and Archives
SUPERVISOR'S CHECKLIST FOR TELECOMMUTERS

Employee

Supervisor

TELECOMMUTING CHECKLIST

	Employee's Initials	Supervisor's Initials
1. Employee and supervisor have read and discussed the KDLA telecommuting policy.		
2. Employee and supervisor have completed telecommuting orientation and training.		
3. A work schedule has been developed.		
4. Equipment issued by KDLA is documented; requirements for care of equipment assigned to the employee have been discussed and are clearly understood; the employee assumes responsibility for the equipment as specified in the telecommuting policy and operating instructions.		
5. Performance expectations have been discussed and are clearly understood. Assignments and due dates are documented.		
6. The department's requirements for information security in the telecommuter's office setting have been reviewed, and the employee agrees to comply with the specified conditions.		
7. Phone and/or email contact procedures have been clearly defined.		
8. The employee has read and signed the Telecommuting Agreement prior to actual participation in the program.		

I have read **The Kentucky Department for Libraries and Archives' Telecommuting Plan**, and agree to abide by those policies and procedures.

Employee's Signature/Date

Supervisor's Signature/Date

SAFETY/ERGONOMIC CHECKLIST

One copy to be retained by supervisor; one copy to be provided to employee; forward original to the KDLA Personnel Office.

SELF-CERTIFICATION SAFETY/ERGONOMIC CHECKLIST

A. Workplace Environment

- The building's electrical system permits the safe grounding of electrical equipment.
- The existing electrical service is adequate for computer and office equipment.
- All of the electrical equipment is free of recognized hazards that would cause physical harm (frayed or loose wires, bare conductors, flexible wires running through walls, and/or exposed wires to the ceiling).
- All circuit breakers and/or fuses in the electrical panel are labeled as to intended service.
- Circuit breakers clearly indicate that they are in the open or closed position.
- The office space is neat, clean, and free of excessive amounts of combustibles.
- The aisles, doorways, and corners are free of obstructions to permit visibility and movement.
- Phone lines, electrical cords, and extension wires are well secured under a desk or alongside a baseboard.
- All stairs with four or more steps are equipped with handrails.
- File cabinets and storage closets are arranged so that drawers and doors do not open into walkways.
- Chairs do not have loose wheels.
- The rungs and legs of the chairs are sturdy.
- Floor surfaces are clean, dry, level, and free of worn or frayed seams.
- Carpets are well secured to the floor and free of frayed or worn seams.
- Temperature, noise, ventilation, and lighting levels are adequate for maintaining your normal level of job performance.
- There is adequate light for comfortable reading and computer work.

B. Computer Workstation (if applicable)

- You are satisfied with the placement of your monitor and keyboard.
- It is easy to read the text on your screen.
- The screen is free from noticeable glare.
- The top of the screen is at eye level.
- When keying, your forearms are close to parallel with the floor.
- Your wrists are fairly straight when keying.
- There is a space to rest your arms when you are not keying.
- Your chair is adjustable and you know how to adjust it.
- Your back is adequately supported by a backrest.
- Your feet are on the floor or are fully supported by a footrest.
- You have enough leg room at your desk.

EMP initials	SV initials